

Job Description



Job title:	Warehouse Operative
Department:	Enterprise & Innovation
Reporting to:	Retail Warehouse & Logistics Manager
Salary:	£23,254 per annum pro rata (based on £29,067 FTE per annum)
Hours:	28 per week (4 days per week) some evening and weekend work may be required
Location:	Based in Canning Town, London. Will be required to drive to all Crisis shops and to an area within the M25 for house picks and beyond M25 for national pop ups.
Contract type:	Permanent

Aims and influence

- Support all logistical elements around the delivery of stock to existing shops, new shops, and pop ups.
- Coordinate with Retail Warehouse & Logistics manager to support weekly warehouse processes such as stacking donations, moving bags of donations, and ensuring general warehouse tidiness supports all elements of warehouse safety and compliance.
- Support additional pick-ups to enable business initiatives to positively impact financials such as house clearances.

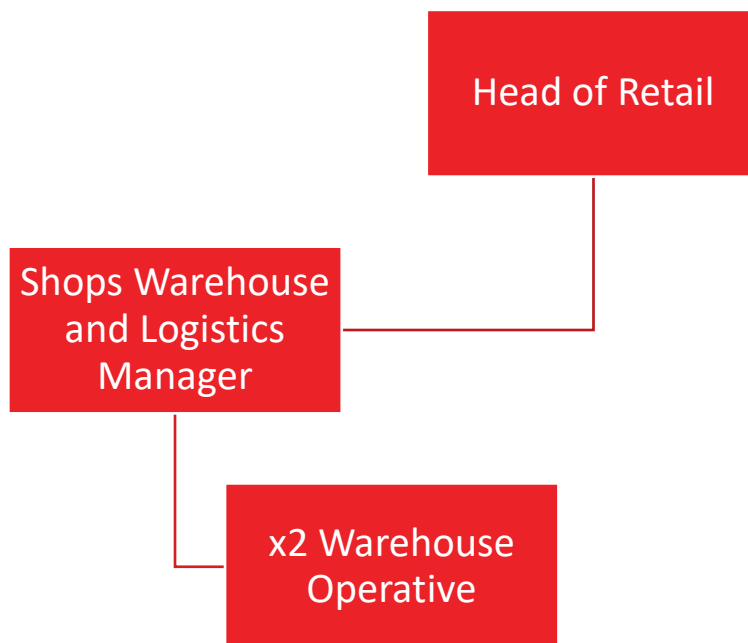
Other key details

- Some evening and weekend work may be required and time off in lieu will be given in accordance with Crisis Toil Policy.
- The role involves working with vulnerable adults and young people and so a satisfactory enhanced disclosure from the Disclosure and Barring Service is required
- The physical nature of this role means the post holder must undertake manual handling. Equipment training will be made available where appropriate.



**Together
we will end
homelessness**

Organisational chart



Please note structure is subject to change

Job responsibilities

- Take a lead role in driving a van to pick up donations and materials in the London area.
- Coordinate donations drop offs, collections, and delivery efficiently and effectively (through working with Retail Warehouse & Logistics Manager)
- Organise deliveries of stock to shop teams through weekly communication with shop teams.
- Support with general warehouse duties as directed by Retail Logistics Manager e.g., moving stock & assisting with stocktaking.
- Ensure that warehousing maintains Health and Safety standards
- Ensuring maintenance checks on delivery van are actioned and informing Retail Warehouse & Logistics Manager of any issues.
- Able to drive safely during busy traffic periods and has a strong awareness of the UK Highway code
- Support Retail Warehouse & Logistics Manager with Health & Safety inductions for all warehousing volunteers

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- Contribute towards a safe, welcoming, supportive, inspiring, and non-judgmental environment for guests and volunteers during corporate events, visitors, training within the building.
- Comply with Crisis policies and procedures, including Health & Safety policies, for which all employees owe a duty of care to both themselves and others in accordance with the Health & Safety at Work Act.
- The role involves working with vulnerable adults and a satisfactory enhanced disclosure from the Disclosure and Barring Service is required.

General responsibilities

- Actively encourage and support member involvement within Crisis
- Develop an understanding of homelessness and Crisis' aims
- Follow Crisis policies and procedures, including health and safety
- Carry out other reasonable duties that may be required

Person Specification

Essential

- 1 Hold a full and valid UK / EU driver's license (max. of 3 points)
- 2 Demonstrable knowledge of Health and Safety legislation, compliance, and good practice
- 3 Proven working experience in a warehouse or similar environment
- 4 Strong knowledge of UK Highway code
- 5 Ability to drive large goods vehicles
- 6 Ability to lift heavy items to load and secure goods onto the vehicle
- 7 Strong time management and organisational skills with the ability to work well as part of a team and on own initiative.
- 8 Good interpersonal and communication skills

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- 9 Commitment to Crisis' purpose and values including equality and social inclusion
- 10 Actively encourage & support member involvement within Crisis.

Desirable

- 1. Experience of working with socially excluded individuals and groups to promote and encourage inclusion
- 2. Ability to drive a 7.5 ton truck.

We encourage applications from all sections of the community and particularly from people who have lived experience of homelessness.

Supporting your application

Thank you for your interest in working for Crisis.

Before you apply, please take a moment to read through the frequently asked questions below which are designed to support your application and help you understand our recruitment processes.

The person specification requires a qualification or experience that I do not have. Is it still worth me applying?

The person specification has the key knowledge, skills, experience or behaviours needed to carry out the job successfully and you will be scored based on any information you provide. If you don't quite meet the criteria, for example if you have an understanding of something rather than experience of doing it yourself, you may still pick up points for explaining your understanding or how you might approach it. However, some of the person specification points, for example specific qualifications, are critical to the role so if you don't meet those requirements, you are unlikely to be shortlisted.

Can I apply by sending my CV?

Occasionally we accept CVs and a covering letter but only if this is requested in the advert for the post. We don't accept speculative applications or hold CVs on file.

What should I do if I can't complete an online application?

If you would like to apply in a different format, for example in a Word document, because you are unable to use the online process, please contact the Recruitment Team jobs@crisis.org.uk It is helpful if you provide details of your requirements or suggestions about how we might best support you to apply so that we're able to consider alternatives.

How can I maximise my chance of being shortlisted?

It is important that you complete all sections of the online application form to ensure that the recruiting panel understand your interests, skills, behaviours, knowledge and experience.

Shortlisting is mostly based on the information you provide in the assessment form section.

A strong application will also be in line with the **Crisis Values** that you can find on our website.

Please note! If you don't provide full responses against the person specification points, the panel won't be able to score your application fully and it will be unlikely there is enough information for you to be shortlisted.

How quickly will I know if I have been shortlisted?

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Every recruitment campaign will be different depending on how quickly the shortlisting panel can review applications but if you have not been shortlisted, you will receive an email from us confirming that.

If I am not shortlisted, can I get feedback on my application?

Unfortunately, we are not able to offer feedback on your application if you are not shortlisted for interview.

Can I get feedback after my interview?

We appreciate that information about where you did well or less well can be useful, so if you are not successful following interview we are able to provide feedback.

Will you notify me of future vacancies?

Once you have registered via Crisis Jobs Online, you can sign up to receive notifications of new vacancies based on the criteria you select. We also recommend that you check our website regularly for details of new vacancies.

I recently applied for a role and was not successful, but have seen the role re-advertised. Is it worth me applying again?

If the gap between advertising has been short, we would normally advise that candidates need not apply again, unless you have re-written and enhanced your application. Some examples might be that you have strengthened your examples using the STAR technique above.

Crisis Jobs Online

I have typed my personal statement answers into the online form, but it won't let me save them. What should I do?

There is a word limit of 400 per answer so it could be that you have exceeded the limit and that is what is preventing you from saving your work.

I filled in the personal statement section and tried to save it/submit it. However, it wouldn't do this and my information was lost. Is there any way to retrieve it?

You are encouraged to record your answers in a Word document first before copying and pasting your answers into the online application form, using the keyboard shortcuts Ctrl + C to copy and Ctrl + V to paste. The application form has a strict time out limit and so if you take longer than that limit you will lose your work and we are unfortunately not able to retrieve it.

Where can I get help?

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If your query has not been answered above, you can contact the Recruitment Team jobs@crisis.org.uk for support.